



## SYSTEMS ADMINISTRATOR II

### Characteristics of Work

The positions in this job family are responsible for the on-going monitoring, maintenance, and administration of free-standing or networked systems. Systems range from stand-alone PC applications, to minicomputers, to Local Area Networks (LANs) with 100 or more users. Incumbents serve as the focal point or immediate help desk for clients in the area or facility supported. Incumbents also provide assistance ranging from installing new equipment, solving complex operating problems, and providing project coordination for implementation of new network and/or PC-based systems.

Systems Administrator II is the career level where incumbents provide support to Agency end-users by answering questions regarding hardware and software problems and identifying and resolving problems of a basic procedural nature. Incumbents at this level are also developing an understanding of local area networks and other environments (e.g., Unisys, WAN, NOVELL) through on-going maintenance and monitoring of the network environment and maintaining user accounts, security, and electronic mail. The majority of their time is spent working on usual or re-occurring requests for service and problem resolution. Incumbents at this level are typically proficient in a variety of standard software applications, computer hardware trouble-shooting, and basic communication software. Incumbents at this level may also be responsible for administering PC-based database systems, complex application systems such as billing systems, network management systems, and others. Persons in this classification may function as the webmaster, or LAN and/or host System Security Administrator.

### Examples of Work

**Examples of work performed in this classification include, but are not limited to, the following:**

Installs new or enhanced applications and/or hardware and assists in the installation of LANs.

Orders, installs, and upgrades hardware and software.

Follows established procedures for backup and recovery and establishes file structures.

Troubleshoots routine user operating problems and coordinates the resolution of more complex issues with senior technical staff.

Maintains user accounts and electronic mail.

Functions as System Security Administrator.

Administers complex applications systems and PC-based database systems.

Functions as webmaster for the enterprise.

Performs related or similar duties as required or assigned.

### **Essential Functions**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Supports end users by identifying and resolving technical problems.
2. Installs and maintains hardware and software in a Local Area Network environment.
3. Handles routine and re-occurring requests for LAN services and problem resolution.
4. Handles agency security administration or website administration.

### **Minimum Qualifications**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

**Physical Requirements:** These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Moderate Work:** May frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Far Acuity:** Clarity of vision at 20 feet or more.

**Depth Perception:** Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

**Accommodation:** Ability to adjust focus.

**Speaking/Hearing:** Ability to give and receive information through speaking and listening skills.

#### **Motor Coordination:**

While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

### **Experience/Educational Requirements:**

**Education:**

A Bachelor's Degree from an accredited four-year college or university in computer science, data processing, business information systems, or a related field;

**OR**

**Education:**

An Associate's Degree in Applied Science in a Technical Program in an area of Information Technology approved by the IT Professional Development Committee.

**OR**

**Education:**

An Associate's Degree from an accredited two-year college in computer science, data processing, business information systems, or a related field;

**AND**

**Experience:**

Two (2) years of directly related experience.

**OR**

**Education:**

Graduation from a standard four-year high school or equivalent (GED);

**AND**

**Experience:**

Four (4) years of directly related experience.

**Substitution Statement:**

Related education and directly related experience may be substituted on an equal basis.

Possession of an Institute for Certification of Computer Professionals (ICCP) Certificate based on successful completion may be substituted for one (1) year of the required experience (certificate must be attached).

**Interview Requirements**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.

**Class Specification**

**Occu Code: 2392**

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